



ESC Service Charter Scorecard

September 7, 2014 – October 4, 2014



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Service Delivery Overview

September 7, 2014 – October 4, 2014

Executive Summary

Total # Agencies Served: 77

Total # Employees Served: 52,295

Total calls received: 5201

Average Call Wait Time: 00:22

Total email requests received: 639

Total FAX requests received: 213

Number of Transactions processed by ESC: 7912

Total outbound contacts: 5245

Total tickets opened: 4422

Total tickets closed within 3 days: 4371

Total tickets remain open beyond 3 days: 51

% tickets remain open beyond 3 days: 1.15%

% of Employees served by the ESC: **15.1%***

Staffing

Area	Staffing as of 10/4/2014	Staffing as of 9/6/2014
Customer Service/Intake	6	6
Customer Service/Research	4	4
Processing & Outreach	12	12
Analyst	1	1
Supervisor	3	3
Senior Staff	4	4
Total	30	30

Activities – September

Source: ESC Avaya CMS & COMiT Reports, data from 9/7/2014 – 10/4/2014

***Note:** “% of Employees served contacting ESC” does not account for repeat contacts (i.e., one employee calling multiple times).

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SLA Targets and Actual Performance



Delivering HR Services That Matter

Metric	Target	Current Period Performance 9/7/14 – 10/4/14	Previous Period Performance 7/27/14 – 9/6/14	Trend
Average wait time – all inquiries (Days operational)	Will not exceed 3 minutes 90% of the time; Will not exceed 2 minutes 50% of the time	22 seconds	23 seconds	
Average case resolution time – password resets and e-mail updates (Time owned by ESC)	98% within 1 day	100%	100%	
Average case resolution time – inquiries and requests (Time owned by ESC)	75% within 1 day 90% within 3 days	98.2% within 1 Day and 98.8% within 3 Days	97.8% within 1 Day and 85.4% within 3 Days	
Customer satisfaction (Based on automated survey upon ticket closure. A minimum of 20% must respond to survey in order for results to be accepted as a valid sample of customer satisfaction.)	75% of customers rate overall satisfaction good to excellent	94% rated good to excellent (0.084% responded)	96% rated good to excellent (0.095% responded)	
Percent of notification runs executed to completion: <ul style="list-style-type: none"> All: Reminder Report Time Employees: Unreported time - 1st & 2nd notice Approvers: Unapproved reported time - 1st & 2nd notice Agency HR/Payroll: Over/Under scheduled hours and unapproved Payable Time notifications -1st & 2nd notice Failsafe outreach to Agy. HR/PY and signatories Failsafe outreach to CTR and CHRO 	95%	100%	100%	
Secretariat ad hoc reports produced within established timeframes: <ul style="list-style-type: none"> Simple*: 3 business days Complex*: 7 business days 	90%	100%	100%	
SLA reports produced on time according to predefined schedule (see section 5.5)	Y/N	N	N	

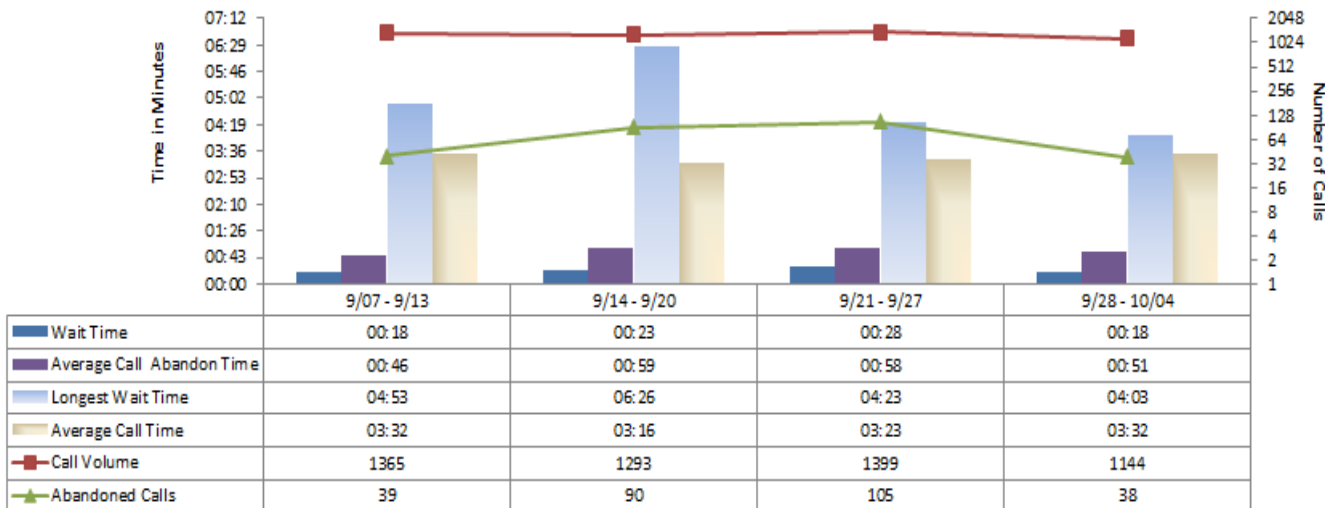


Inbound Call Data

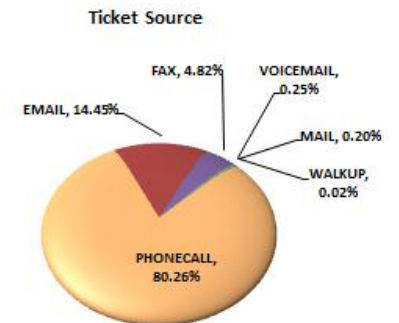
SLA Metric	Target Level	Current Period (9/7/14 to 10/4/14)	Previous Period (7/27/14 to 9/6/14)	September 2013
Average wait time – all inquiries (Days operational)	Will not exceed 3 minutes 90% of the time	:22 seconds	:23 seconds	:26 seconds



Wait Time, Call Volumes, & Abandonment Rates



Total = 5201 calls



Total = 4422 tickets

Source: ESC COMiT & Avaya data from 9/7/2014 – 10/4/2014.

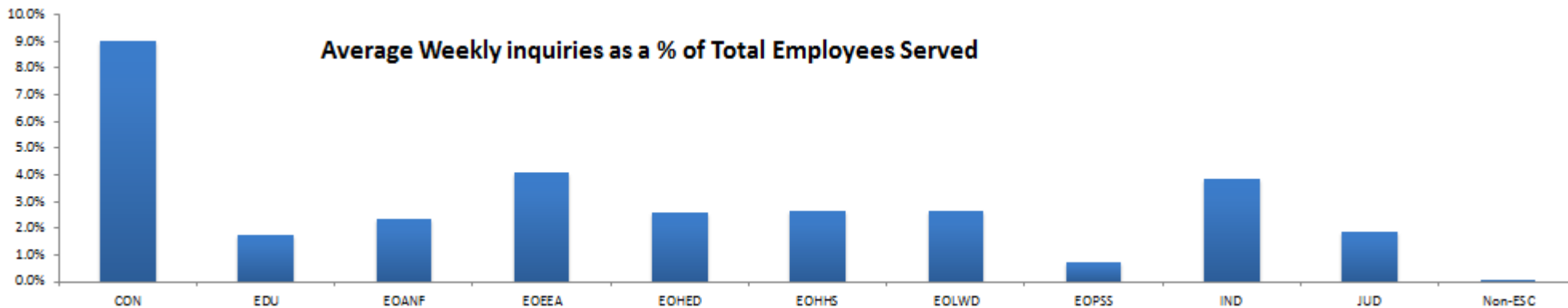
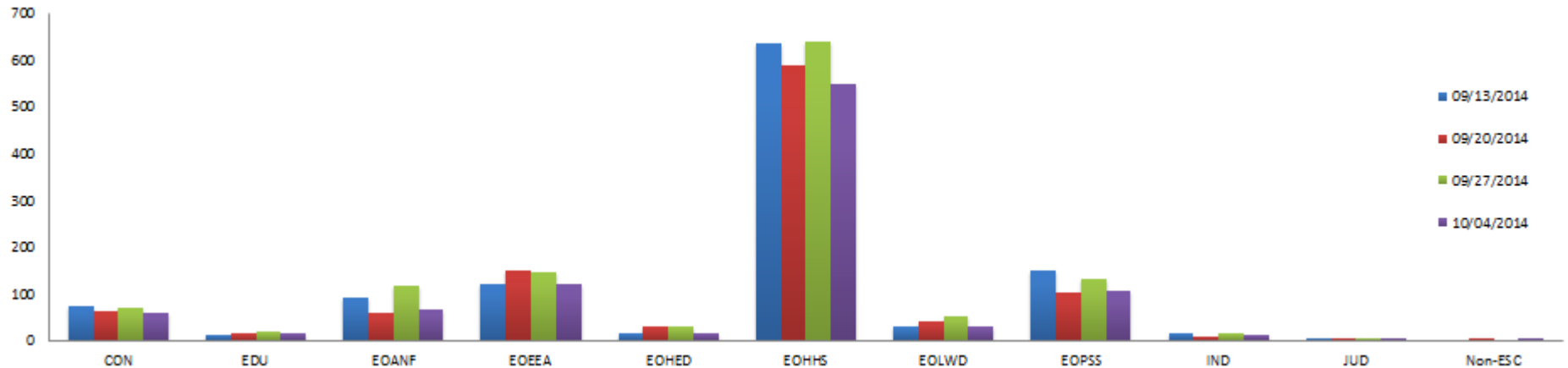
*E-mail tickets do not account for additional outreach to correct invalid employee e-mail addresses.



The Commonwealth of Massachusetts

Inbound Inquiries by Secretariat

EOHHS agencies represent the largest volume of inquiries to the ESC. CON, EOEEA, IND and EOHHS represent the highest volume as a percent of employees served.



Source: ESC COMiT data from 9/7/2014 – 10/4/2014. Average inquiries per employee is shown for comparison purposes and does not account for repeat contacts (i.e., one employee calling multiple times).

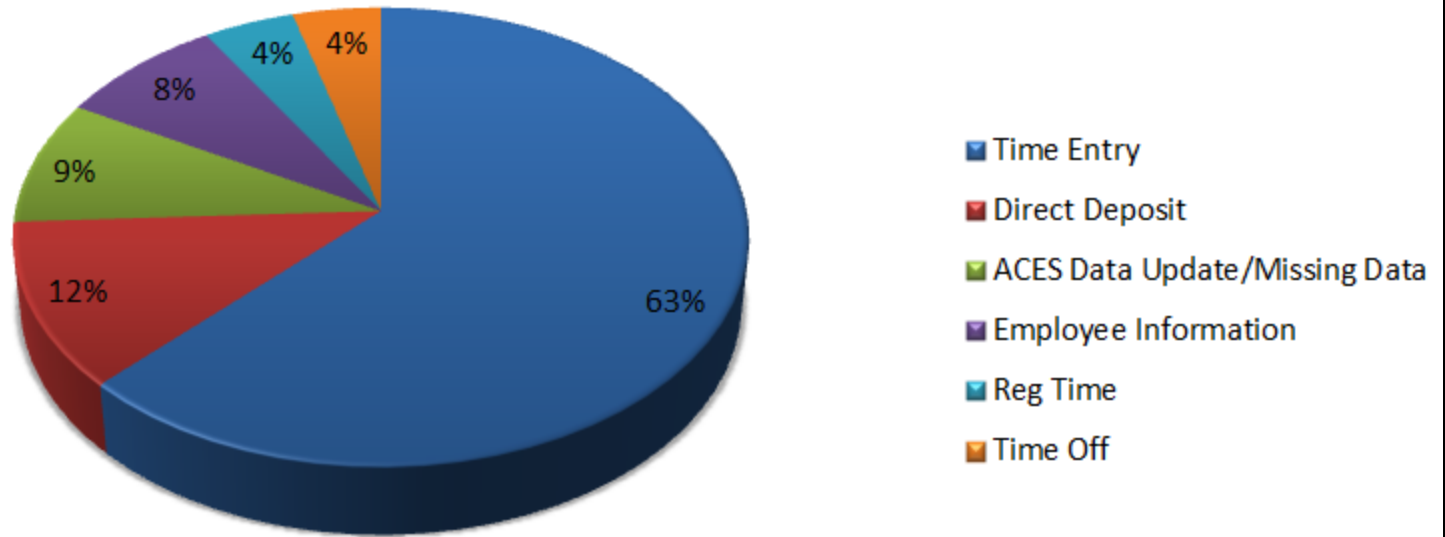
*Non-ESC percentage factored from the total number of inquiries as there is no base population; Non-ESC represents SSTA and ePay/eProfile employees not supported by ESC.

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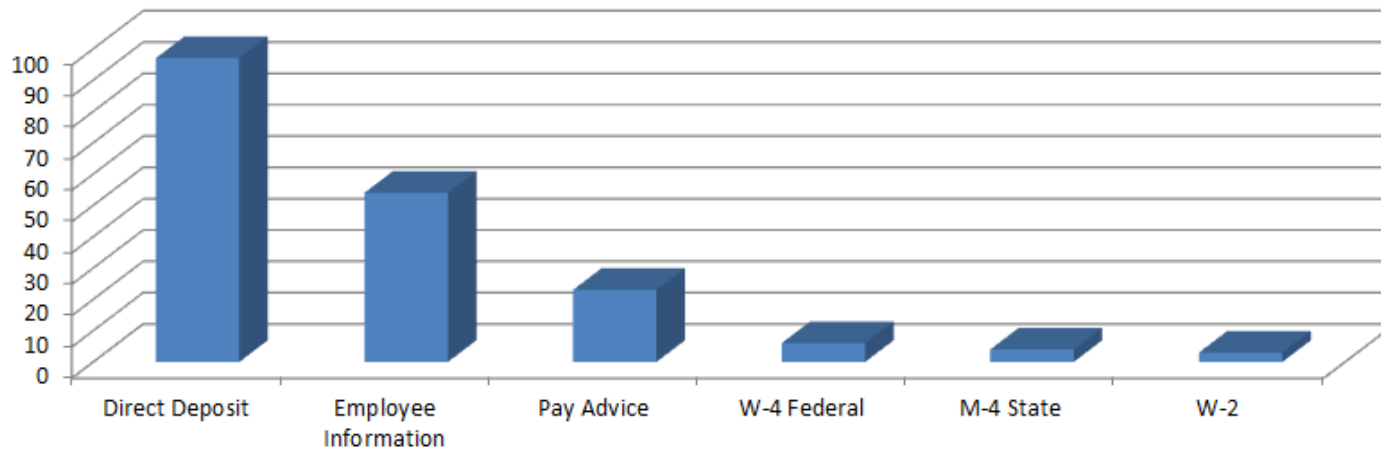
Type of Inquiries Received

Top Inquiry Classifications (Excluding Password Resets)

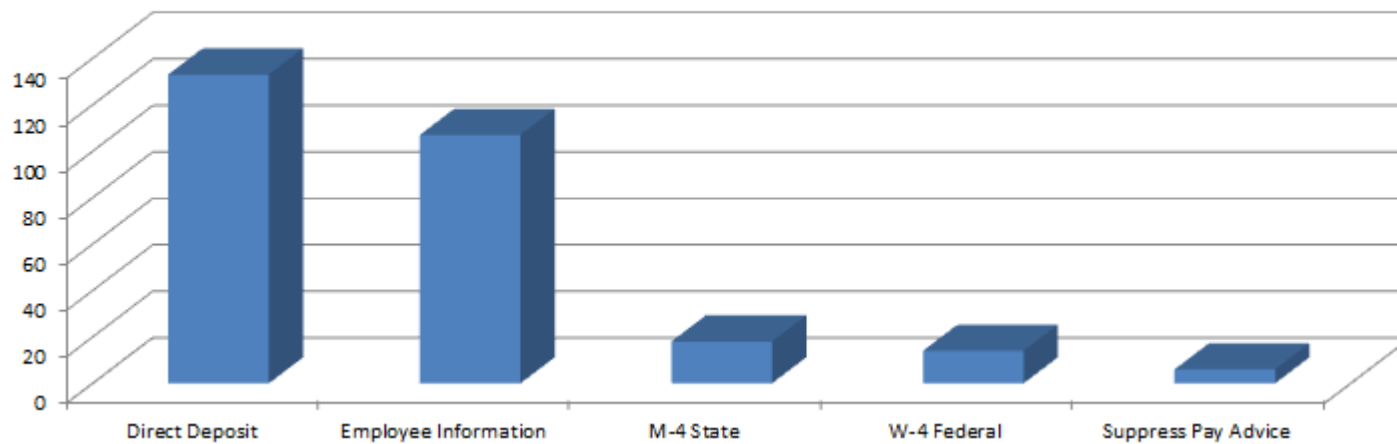


ePay/eProfile Transactions

Total ePay/eProfile Inquiries

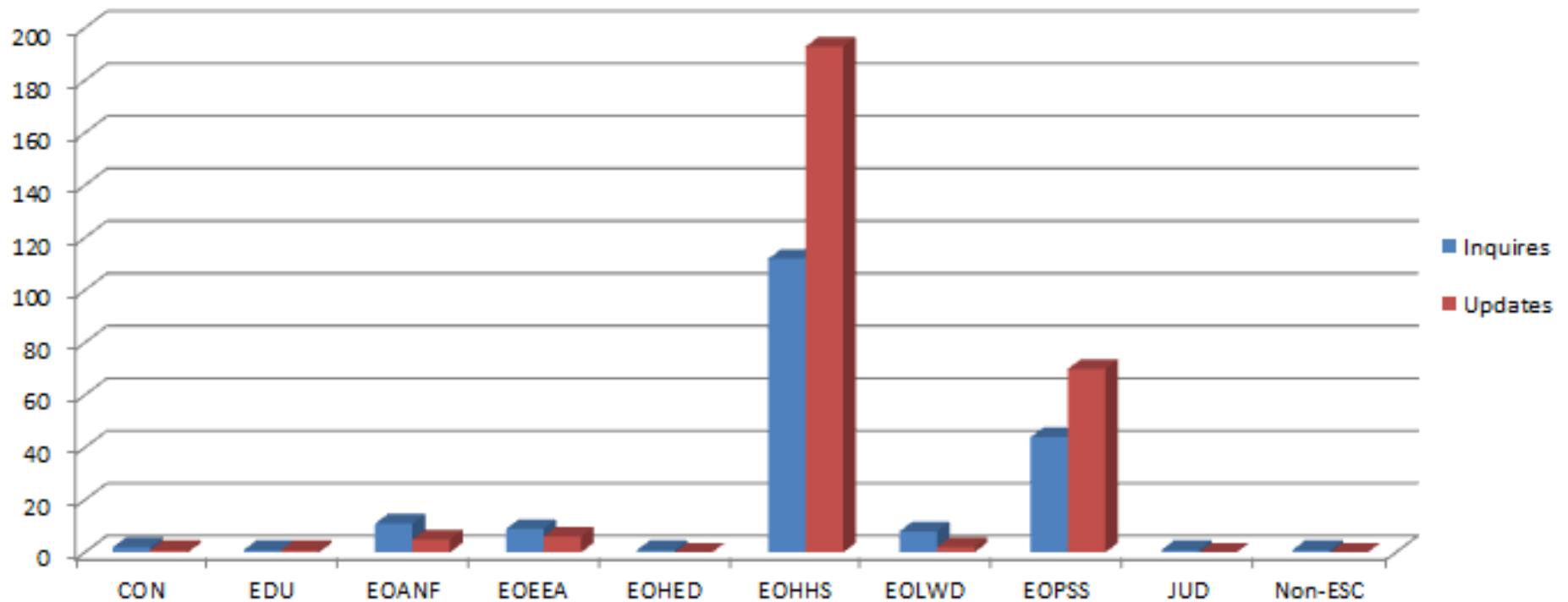


Total ePay/eProfile Updates



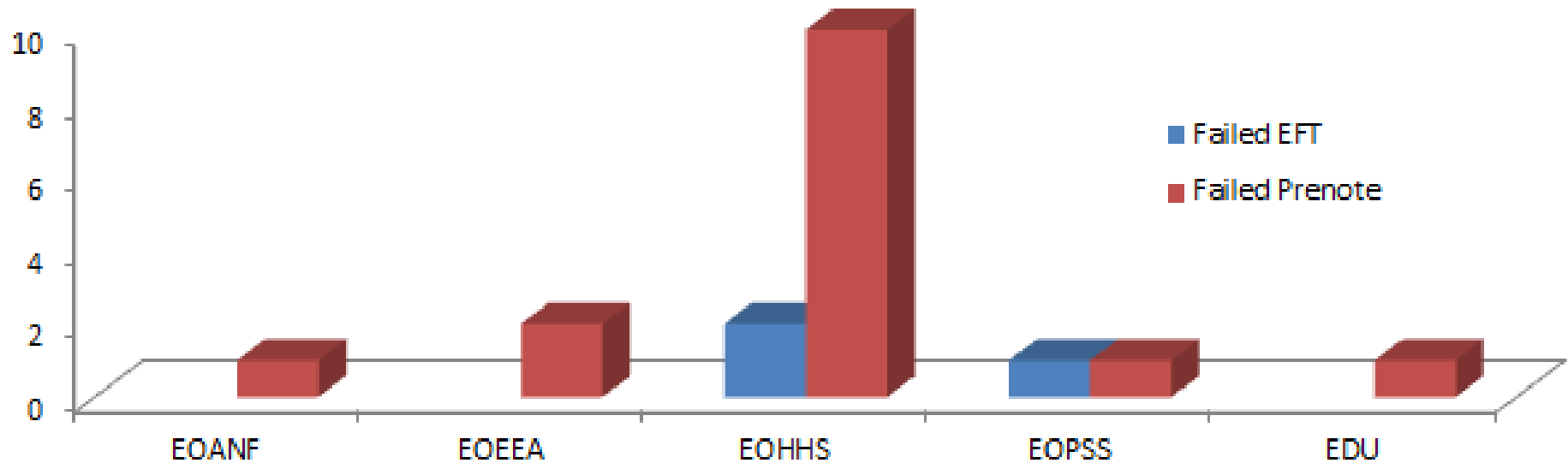
ePay/eProfile Transactions by Secretariat

ePay/eProfile Transactions by Secretariat



Direct Deposit-Prenote Outreach

Direct Deposit - Prenote Outreach



Case Resolution Time

SLA Metric	Target	Current Period (9/7/14 – 10/4/14)	Previous Period (7/27/14 – 9/6/14)	Previous Year Sept 2013
Average case resolution time – password resets and e-mail updates (Time owned by ESC)	98% within 1 day	100%	100%	99.8%
Average case resolution time – inquiries and requests (Time owned by ESC)	75% within 1 day 90% within 3 days	1 Day – 98.2% 3 Days – 98.8%	1 Day – 97.8% 3 Days – 85.4%	1 Day – 98% 3 Days – 98%

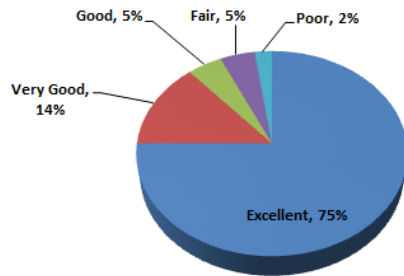
Source: ESC COMiT data from 9/7/2014 – 10/4/2014



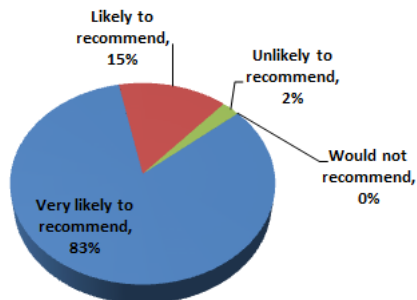
Customer Satisfaction Survey Results

SLA Metric	Target	Current Period (9/7/14 – 10/4/14)	Previous Period (7/27/14 – 9/6/14)	AUG 2013
Customer satisfaction (Based on automated survey upon ticket closure.)	80% of customers rate overall satisfaction good to excellent	94% rated good to excellent (0.084 % response rate)	96% rated good to excellent (0.09 % response rate)	97% rated good to excellent (2.1% response rate)

How would you rate the quality of service you received from the Employee Service Center?



How likely would you be to recommend the Employee Service Center to a colleague?



Sample Comments:

“My issue was resolved quickly

“They did an excellent job, no complaints, they were very helpful.”

“Communication and resolving issues with the Employee Service Center was pleasant experience, Thank you very much for your assistance. I received the information I needed and requested promptly. Thank you again.”

“Excellent service and response. Issue was completely resolved.”

“ESC is always there to help, may take them a while but it is always resolved”

Source: ESC Customer Satisfaction Survey; survey link is provided on ticket closure notice and is voluntary. Survey results shown were collected between 9/7/2014 – 10/4/2014.

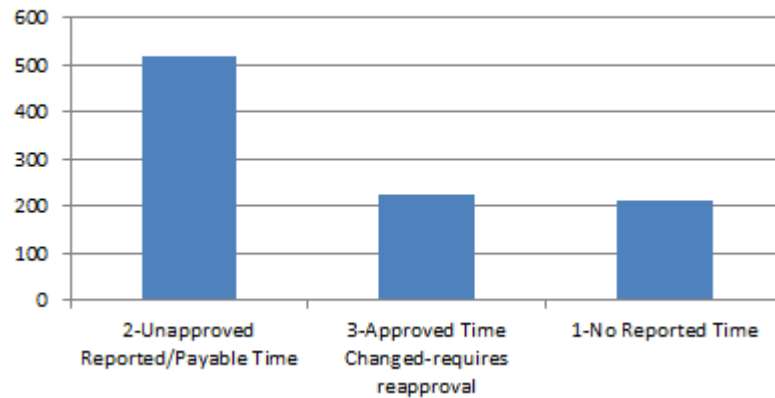
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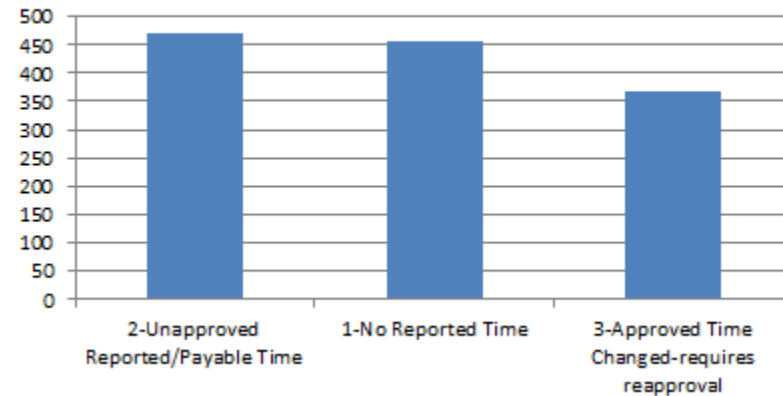
Outbound Contact Percentages

SLA Metric	Target	Current Period (9/7/14 – 10/4/14)	Previous Period (7/27/14 – 9/6/14)
Percentage of approvers contacted with unresolved high exceptions requiring ESC intervention for resolution:	98% 85% holiday/emergency leave weeks	71.83 %	60%

Top Exceptions Pay Period 1



Top Exceptions Pay Period 2



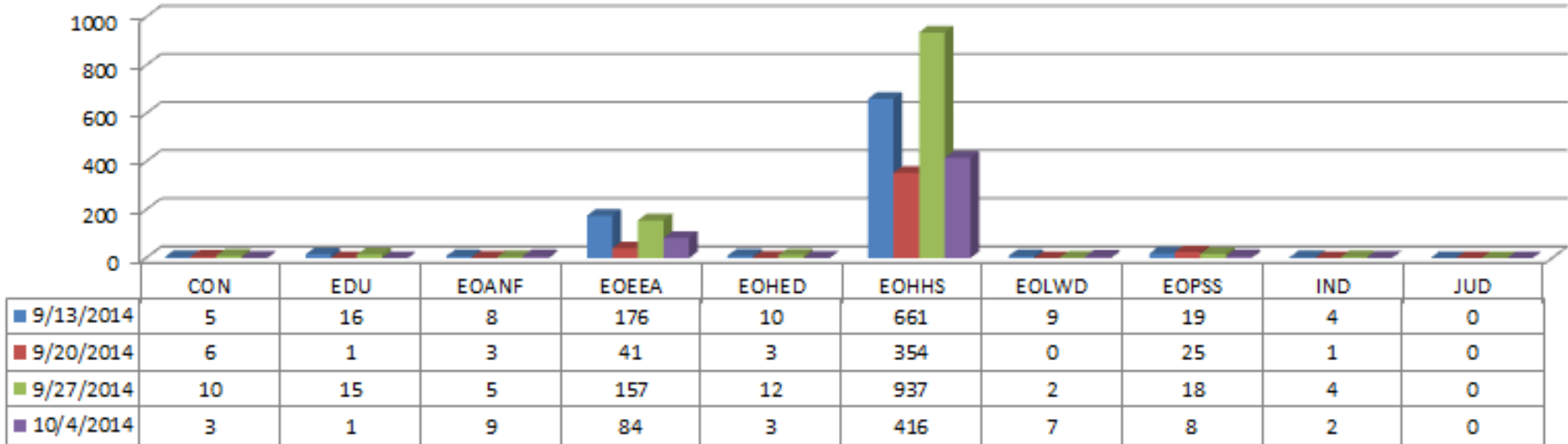
Source: ESC data from 9/7/2014 – 10/4/2014



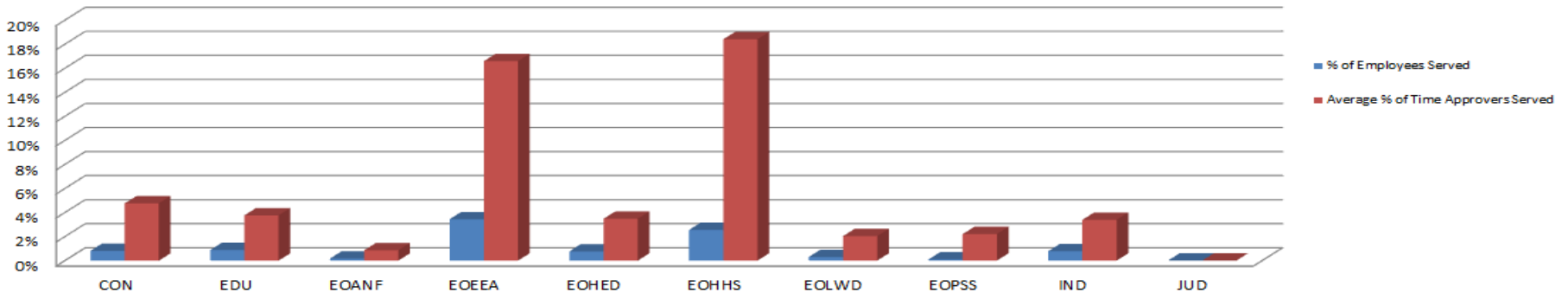
Outbound Exception Management Calls

Outbound calls are made on a weekly basis when employees and approvers miss the deadlines for time entry/time approval or when system generated exceptions appear on a timesheet.

EOHHS agencies represent the largest volume of outbound calls from the ESC.



Average weekly calls as a % of Employees Served



Source: : ESC Exception Management System data from 9/7/2014 – 10/4/2014. Average inquiries per employee is shown for comparison purposes and does not account for repeat contacts (i.e., calling an employee multiple times).

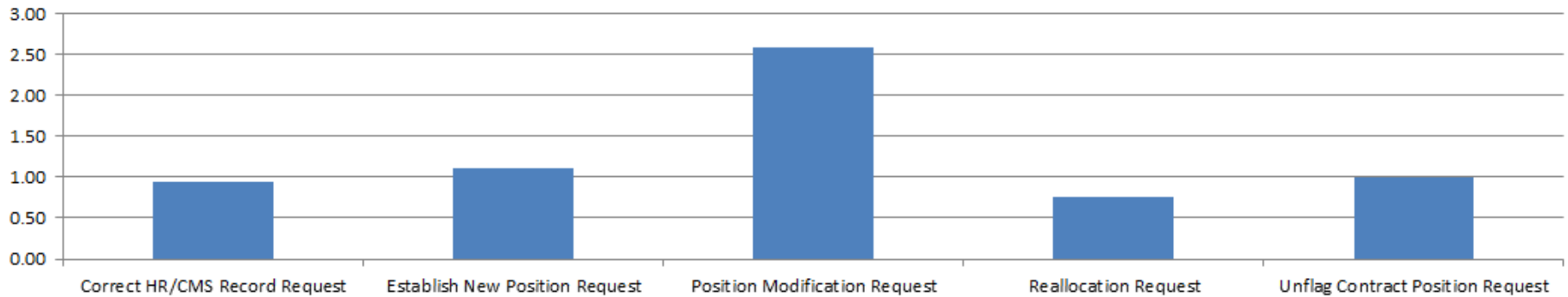
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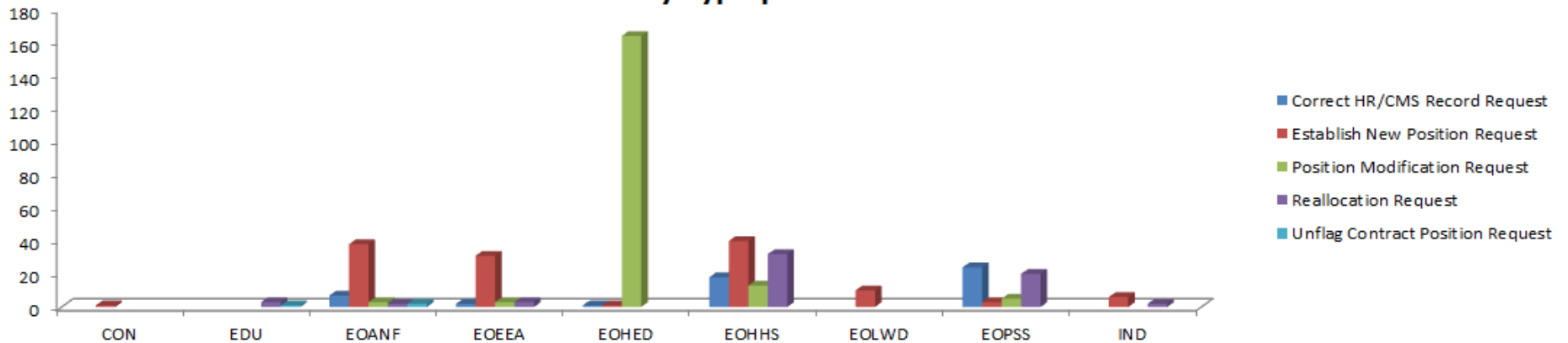
Position Management

Total number of eForms processed by ESC: 435

Average eForm Turnaround Time (Days)



eForms Processed by Type per Secretariat



EOHED/OCD Experienced a Widespread Reclassification on September 8, 2014
Unflag Contract Position Requests are dependent on ANF Platform Approval



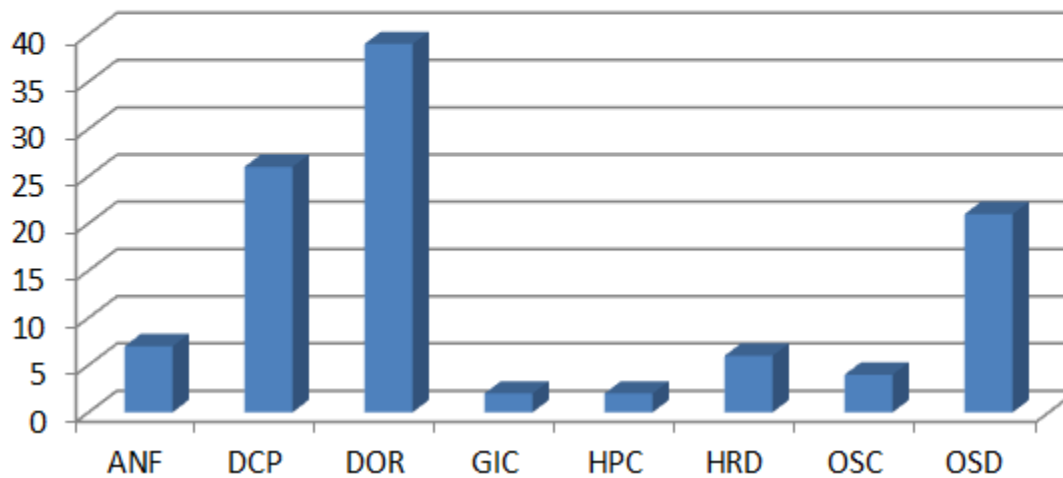
New Hire Onboarding

Data for Q2 2015

12 Onboarding sessions were held between JUL 1, 2014 and OCT 4, 2014

107 Total Attendees from across Executive Department

Number of New Hires Attended by Agency



Review Schedule Service Charter Scorecard

Service Month*		
Start Date	End Date	Report Available
6/29/2014	7/26/2014	08/18/2013
7/27/2014	9/6/2014	9/10/2014
9/7/2014	10/04/2014	10/15/2014
10/5/2014	11/01/2014	11/12/2014
11/2/2014	11/29/2014	12/10/2014
11/30/2014	12/27/2014	1/14/2014
12/28/2014	1/24/2015	2/11/2015
1/25/2015	2/21/2015	3/11/2015
2/22/2015	4/4/2015	4/22/2015
4/5/2015	5/2/2015	5/20/2015
5/3/2015	5/30/2015	5/17/2015
5/31/2015	7/25/2015	8/12/2015

***Note:** "Service Month" reporting periods are split by the closest pay period start and end dates to the beginning and end of the calendar month.



Appendix: Agencies Served

Agencies Served	Employee	Agencies Served	Employee	Agencies Served	Employees
ADD-Developmental Disabilities Council	18	DOS-Division Of Standards	22	MCD-Commission For The Deaf And Hard Of Hearing	56
AGR-Department Of Agricultural Resources	108	DPH-Department Of Public Health	3165	MGC - Massachusetts Gaming Commission	83
ALA-Administrative Law Appeals Division	33	DPS-Department Of Public Safety	175	MIL-Massachusetts National Guard	8039
ANF-Executive Office Of Administration & Finance	340	DPU-Department Of Public Utilities	149	MMP-Massachusetts Marketing Partnership	23
APC-Appeals Court	122	DSS-Department Of Children And Families	3475	MRC-Mass Rehabilitation Commission	950
ART-Mass Cultural Council	28	DYS-Department Of Youth Services	885	OCD-Dept Of Housing And Community	297
ATB-Appellate Tax Board	23	EDU-Executive Office Of Education	101	OHA-Massachusetts Office On Disability	13
BLC-Board Of Library Commissioners	23	EEC-Department Of Early Education	216	ORI-Office For Refugees And Immigrants	20
BSB-Bureau Of State Buildings	15	EED-Executive Office Of Housing & Economic Development	57	OSC-Office Of The Comptroller	139
CDA-Massachusetts Emergency Management Agency	96	EHS - Executive Office Of Health And Human Services	1622	OSD-Division Of Operational Services	103
CHE-Soldiers' Home In Massachusetts	378	ELD-Department Of Elder Affairs	62	PAR-Parole Board	211
CHS-Department Of Criminal Justice Information System	49	ENE-Department Of Energy Resources	60	POL-State Police	2613
CJT-Criminal Justice Training Council	367	ENV-Executive Office Of Energy And Environmental Affairs	297	REG-Division Of Professional Licensure	124
CME-Chief Medical Examiner	77	EOL-Executive Office Of Workforce Development	1475	RGT-Department Of Higher Education	77
CSC-Civil Service Commission	7	EPS-Executive Office Of Public Safety and Security	200	SCA-Office Of Consumer Affairs And Business Regulation	31
CSW-Commission On Status Of Women	1	EQE-Department Of Environmental Protection	802	SDA-Sheriffs Department Association	4
DCP-Capital Asset Management And Maintenance	447	FWE-Department Of Fish And Game	312	SEA-Department Of Business And Technology	22
DCR-Department Conservation And Recreation	1431	GIC-Group Insurance Commission	56	SOR-Sex Offender Registry	47
DFS-Department Of Fire Services	557	HCF-Health Care Finance & Policy	154	SRB-State Reclamation Board	161
DMH - Department Of Mental Health	3539	HLY-Soldiers' Home In Holyoke	359	TAC-Department Of Telecommunications	25
DMR - Department Of Developmental Services	6810	HPC - Health Policy Commission	46	TRB-Teachers Retirement Board	97
DOB-Division Of Banks	165	HRD-Human Resources Division	156	TRE-Office Of The State Treasurer	227
DOC - Department Of Corrections	5287	ITD-Information Technology Division	366	VET-Department Of Veterans Service	74
DOE-Department Of Elementary & Secondary Education	542	LIB-George Fingold Library	12	VWA-Victim And Witness Assistance	14
DOI-Division Of Insurance	139	LOT-Lottery And Gaming Commission	408	WEL-Department Of Transitional Assistance	1569
DOR-Department Of Revenue	1875	MCB-Mass Commission For The Blind	167	Grand Total:	52295

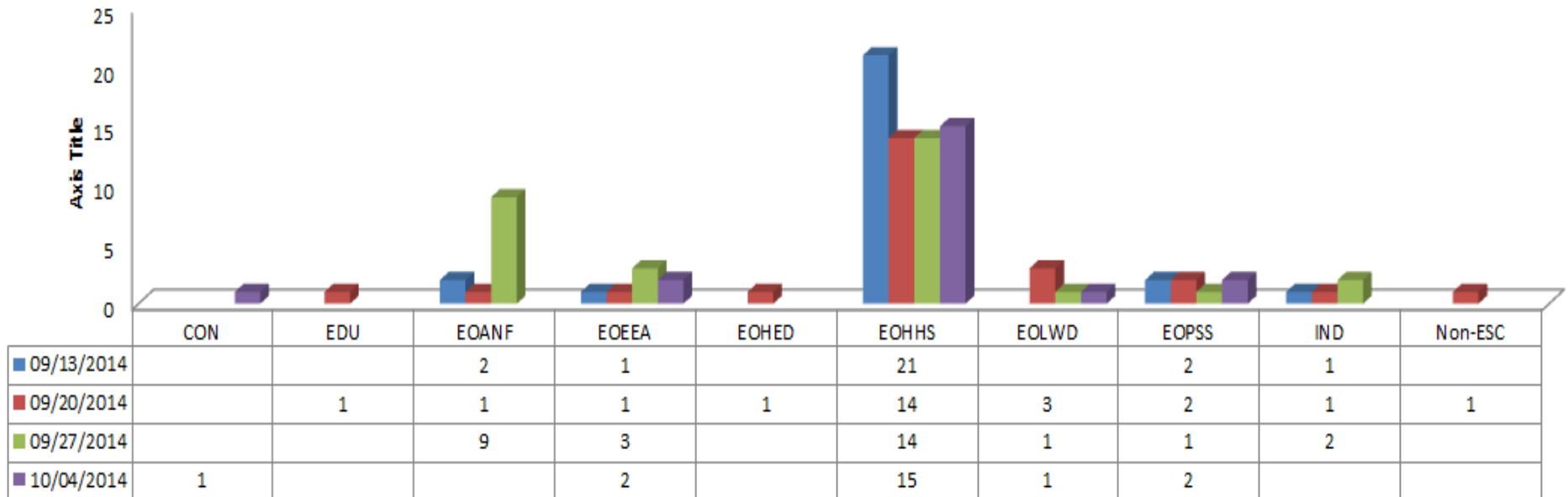


Appendix: Inquiries by Agency

- Note: No inquiries were received for this service month from:

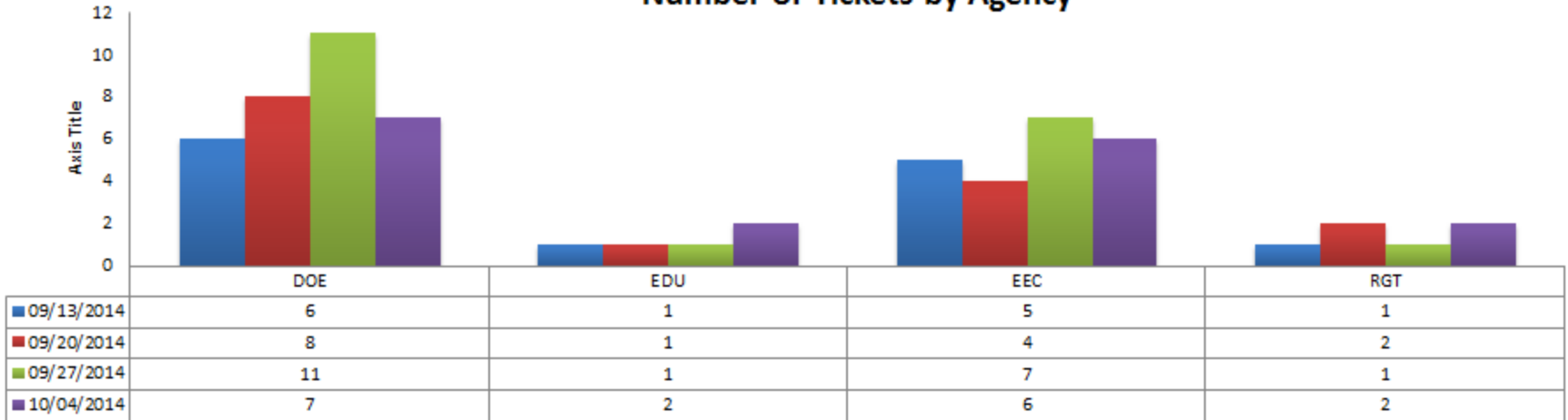
CSW	
LIB	
VWA	

Tickets Forwarded to Agency HR Payroll

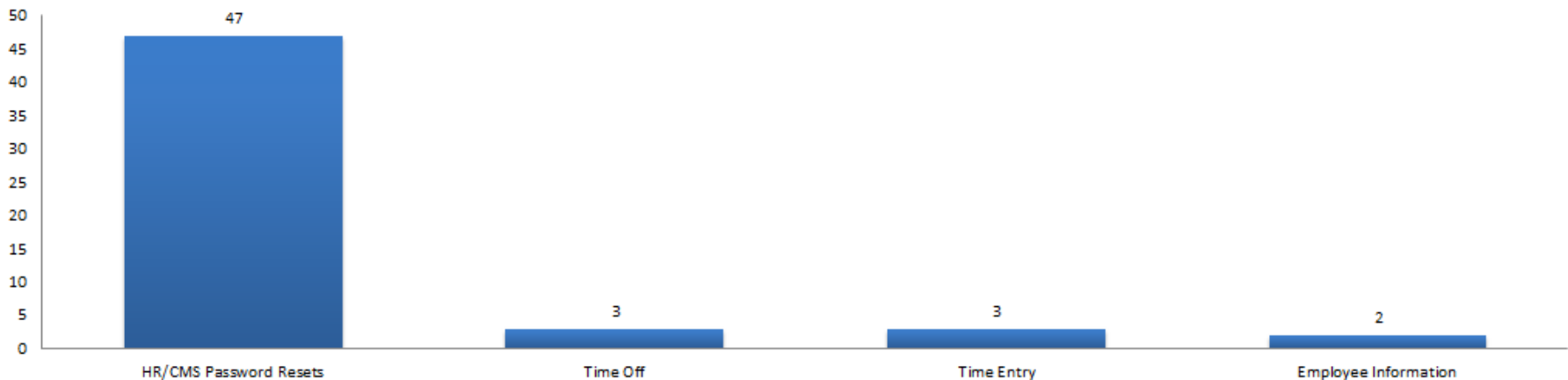


Education Secretariat Agencies

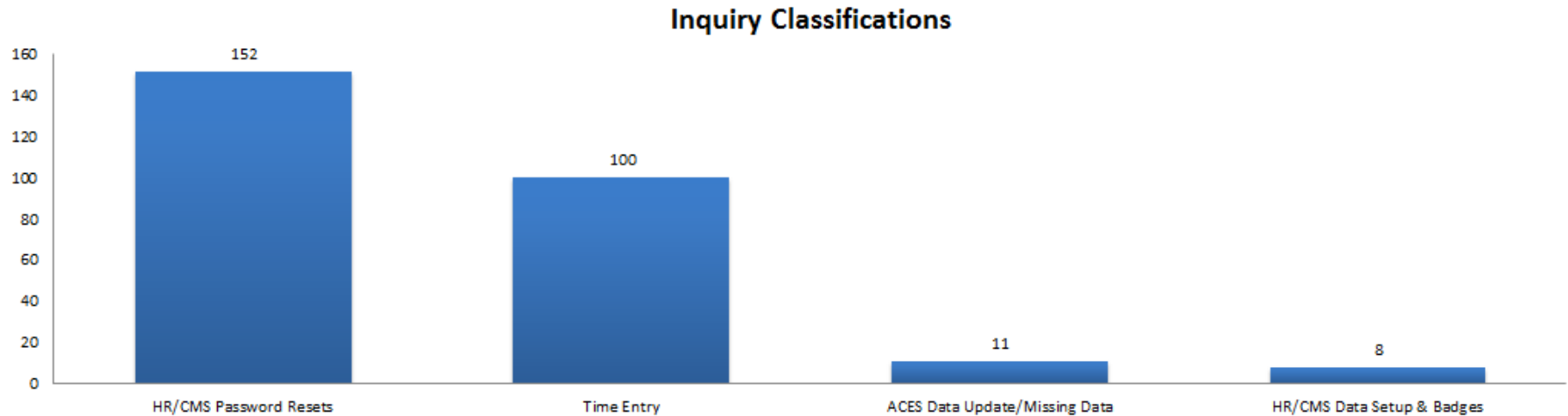
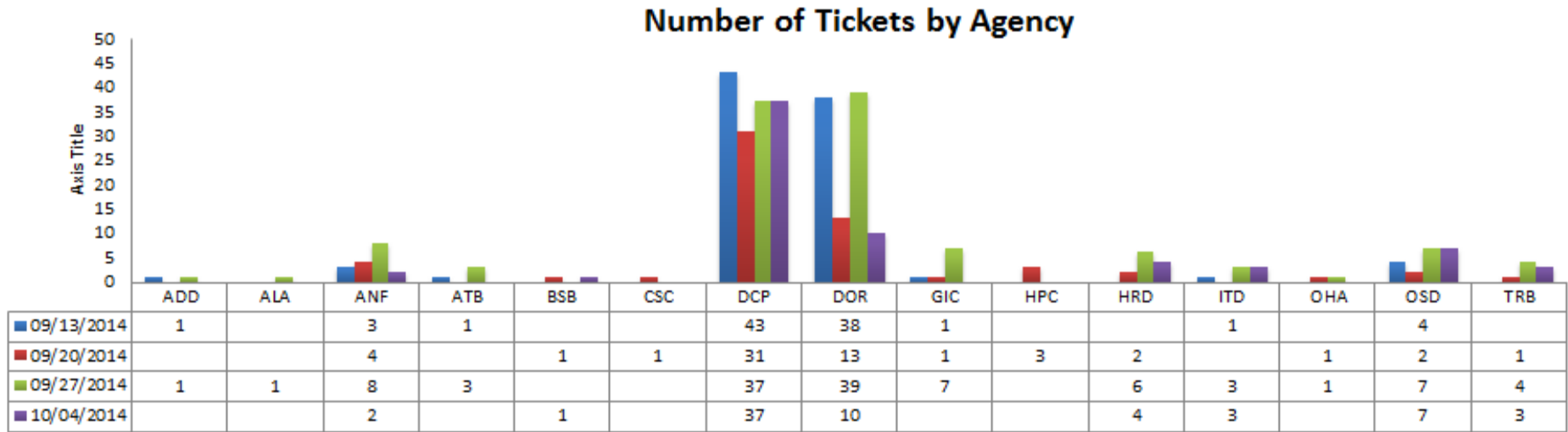
Number of Tickets by Agency



Inquiry Classifications

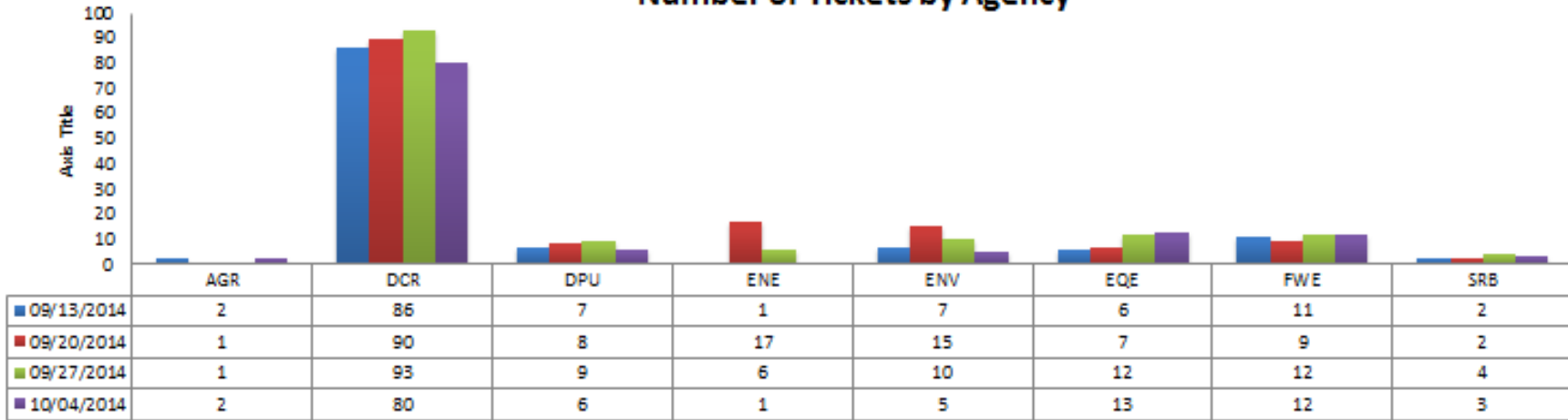


EOANF Secretariat Agencies

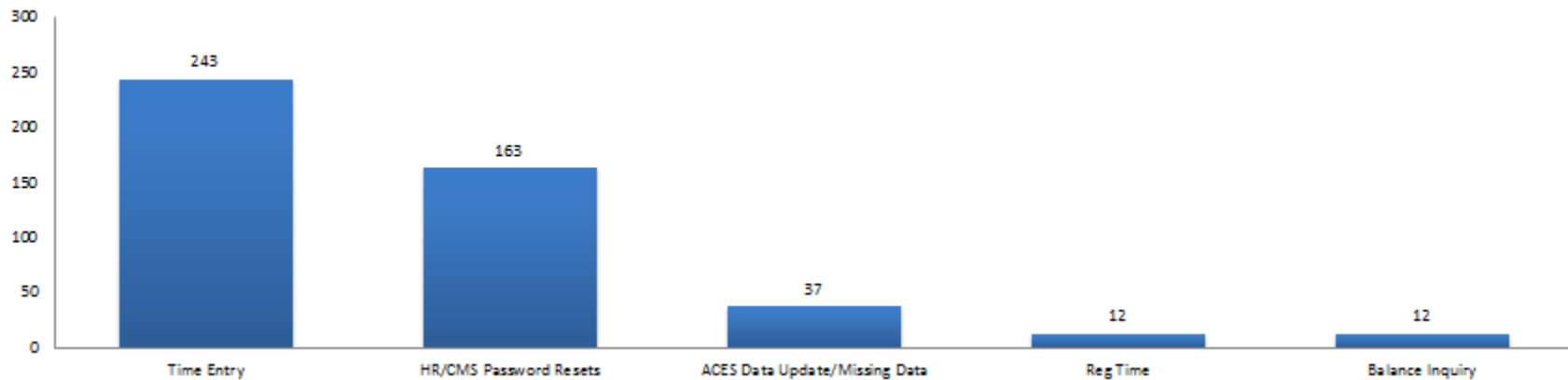


EOEEA Secretariat Agencies

Number of Tickets by Agency

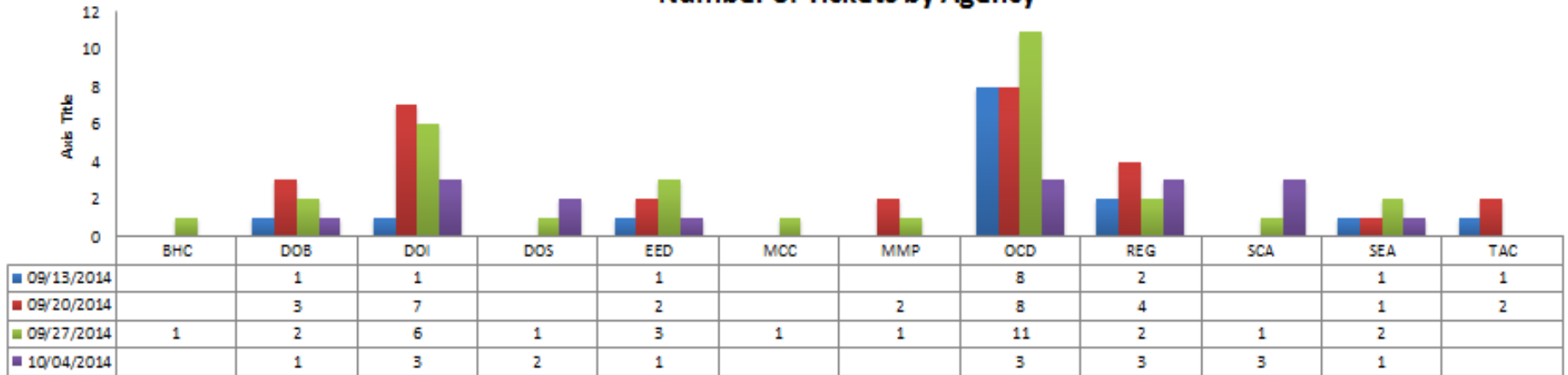


Inquiry Classifications

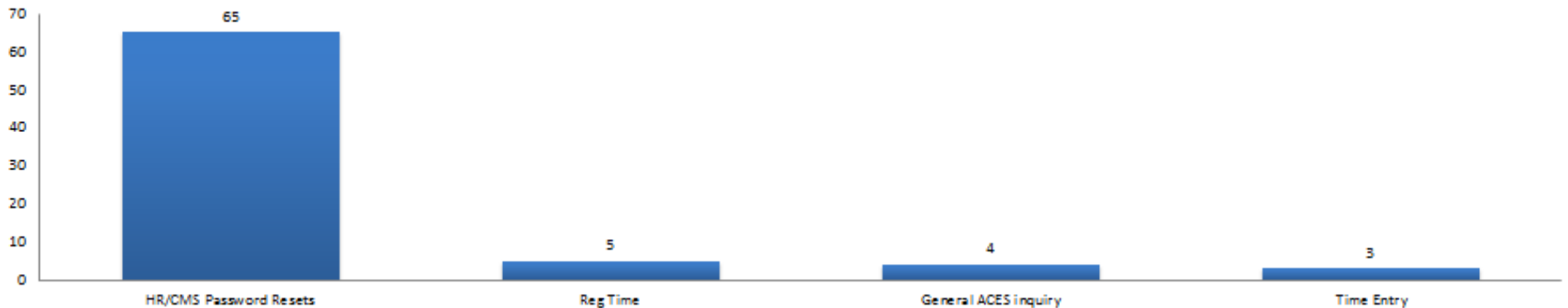


EOHED Secretariat Agencies

Number of Tickets by Agency

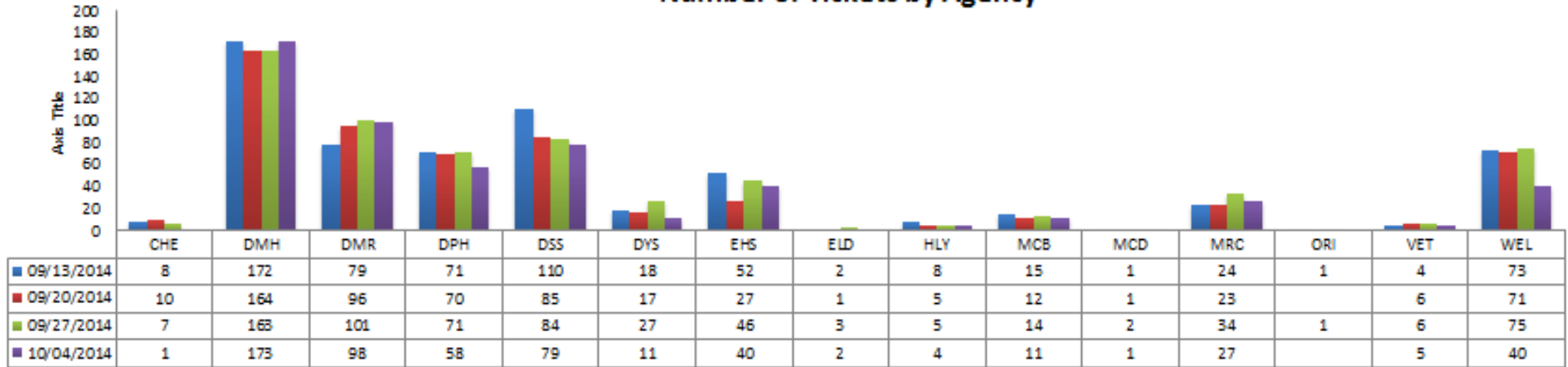


Inquiry Classifications

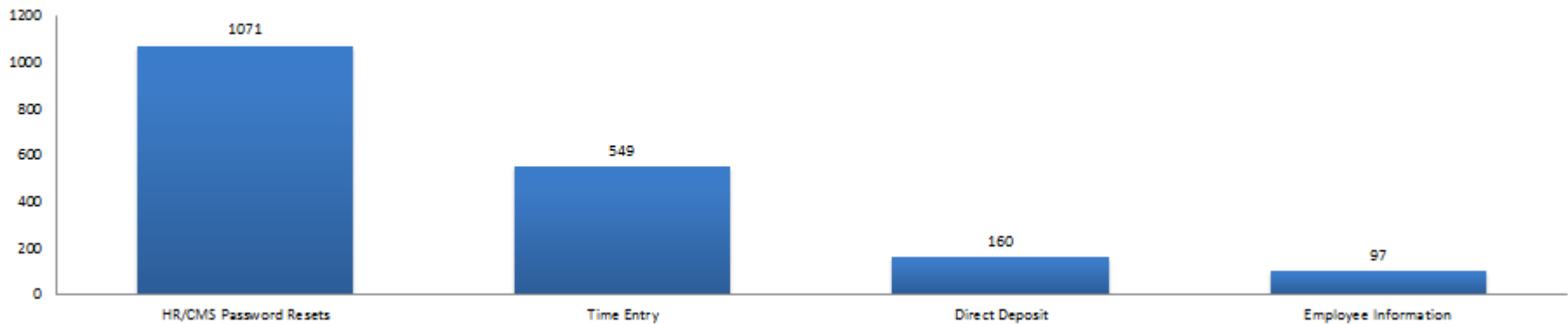


EOHHS Secretariat Agencies

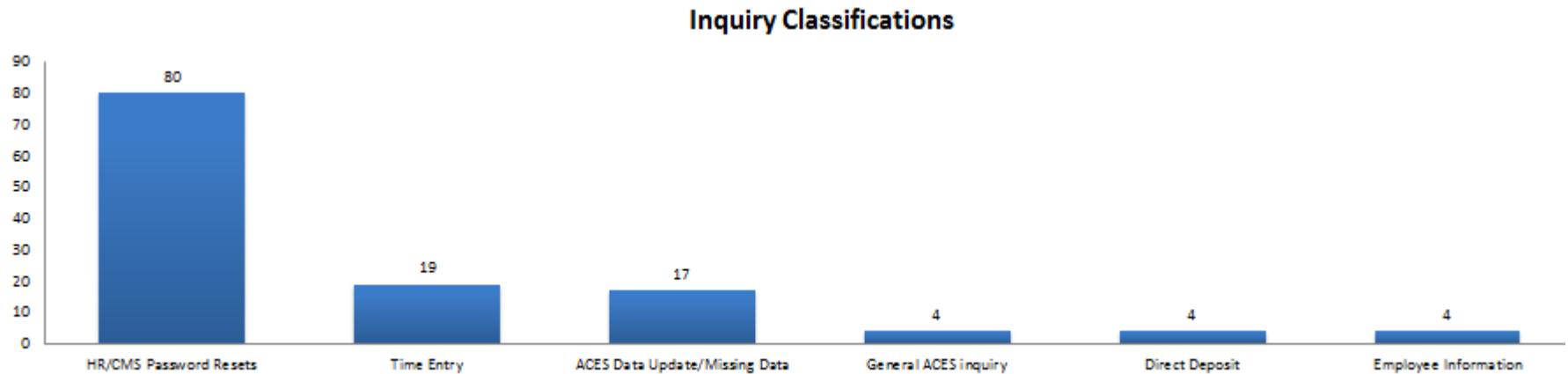
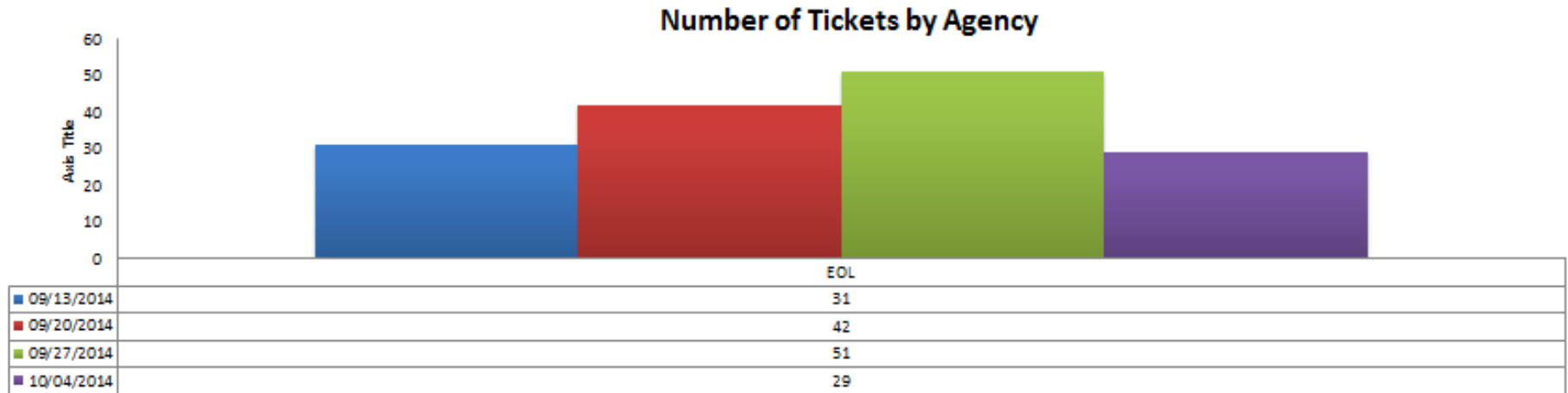
Number of Tickets by Agency



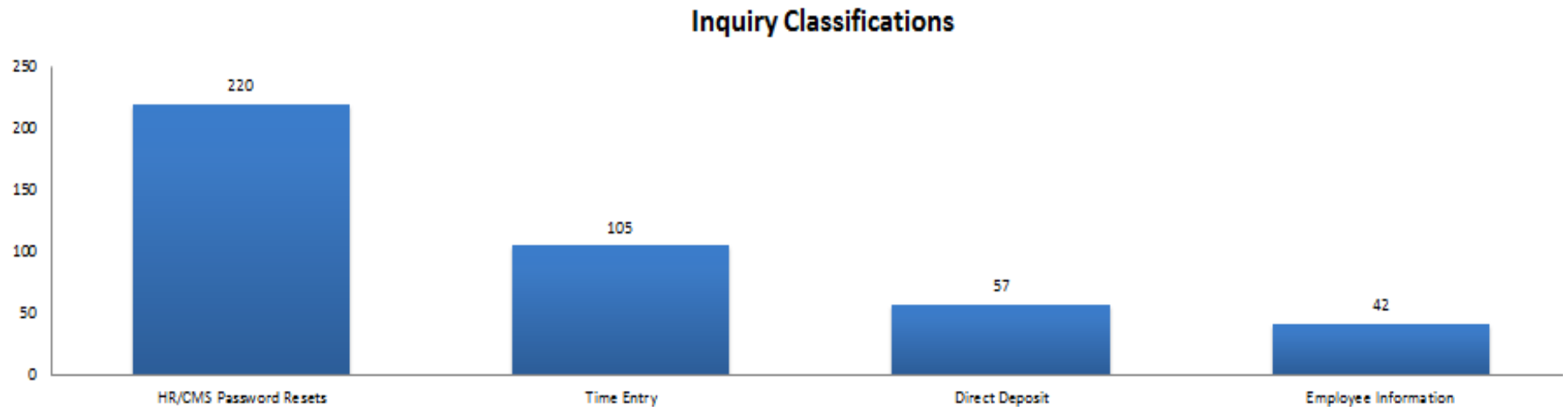
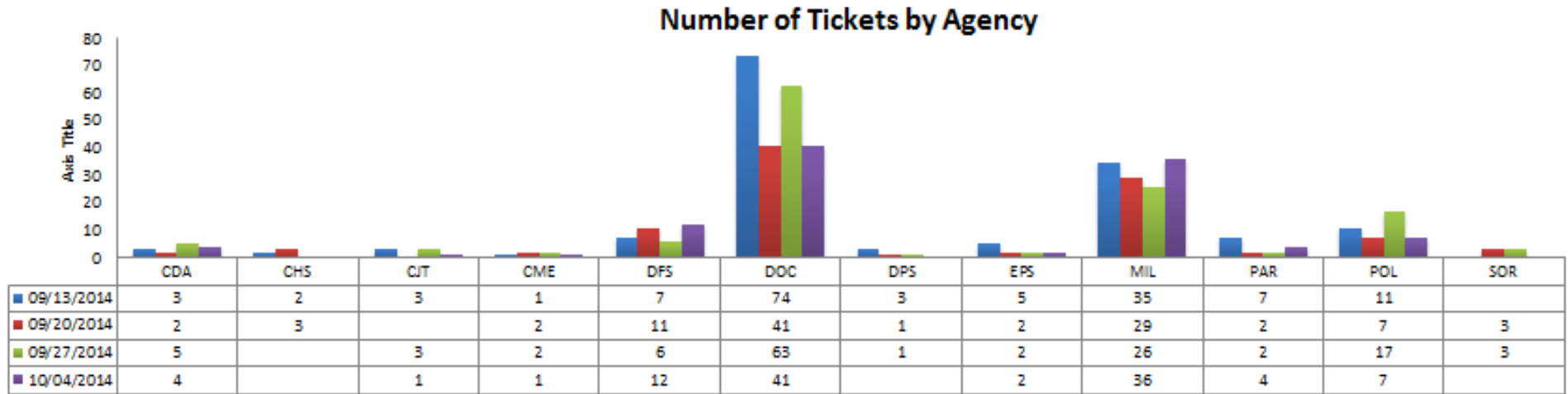
Inquiry Classifications



EOLWD Secretariat Agencies

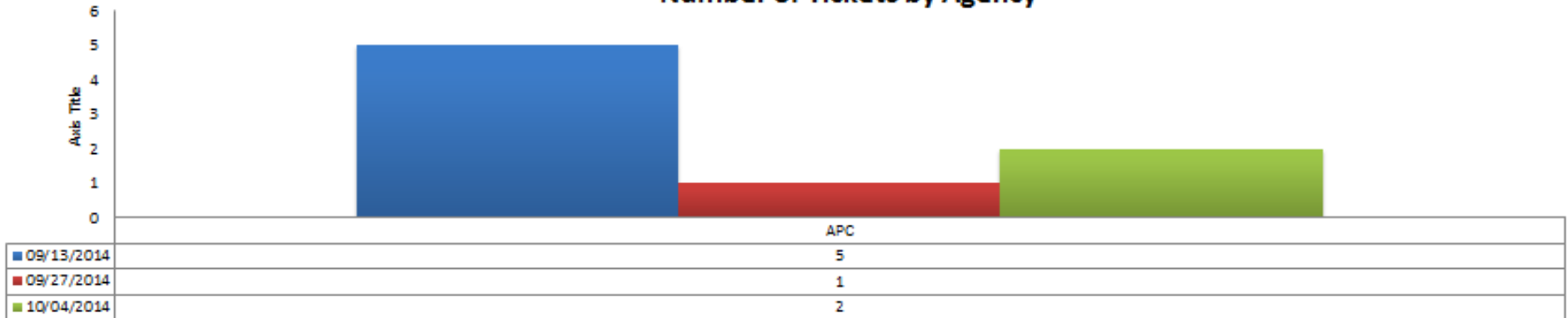


EOPSS Secretariat Agencies



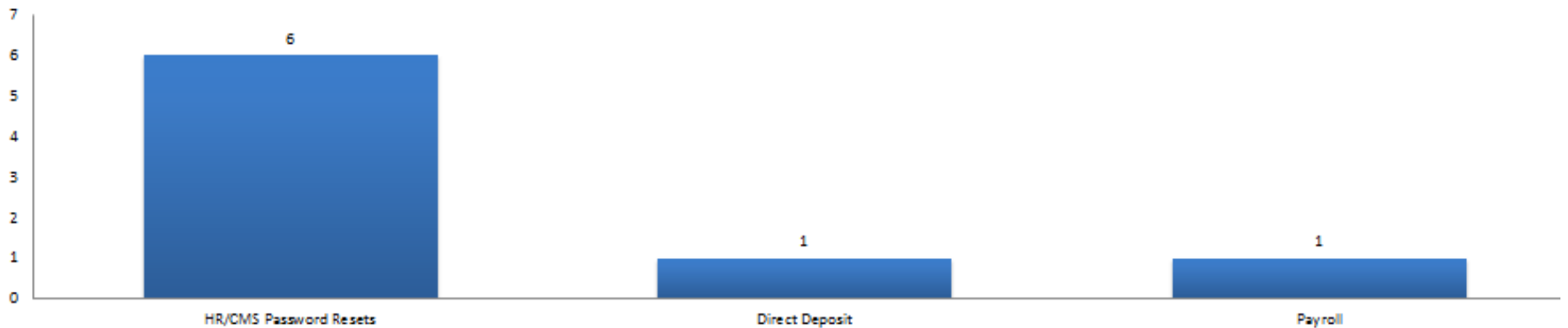
APC Tickets and Classification

Number of Tickets by Agency

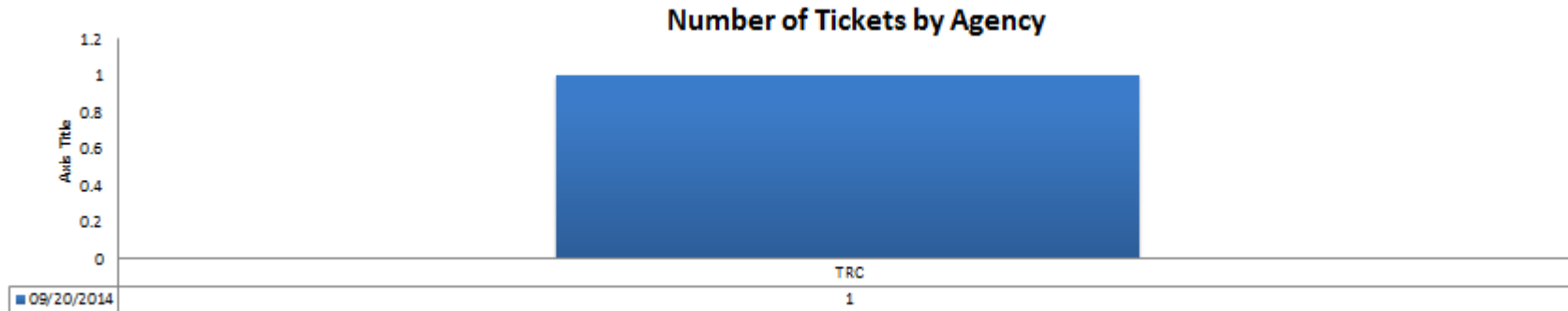


The ESC did not receive any requests for the week ending 9/20/14

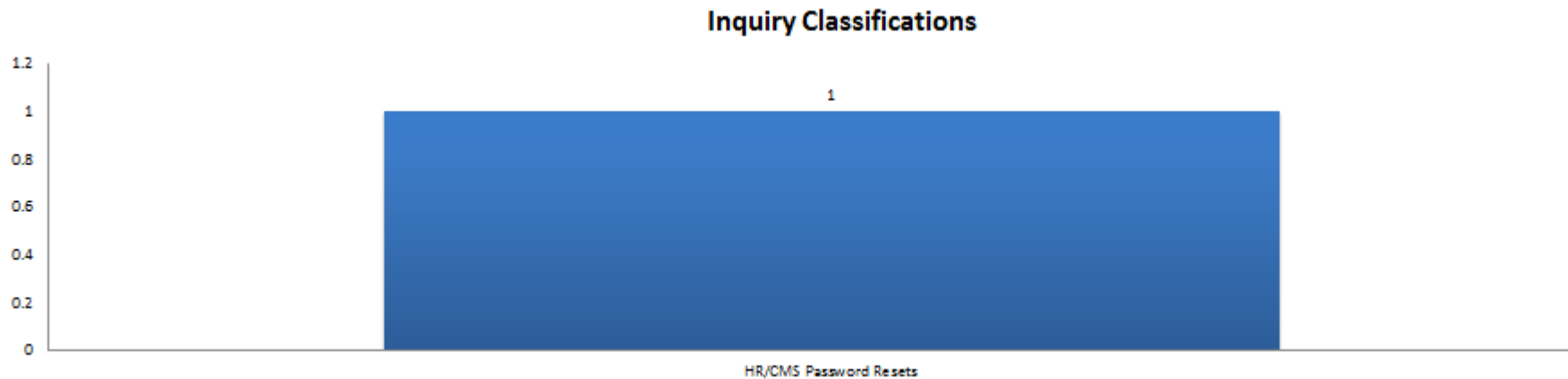
Inquiry Classifications



TRC Tickets and Classification

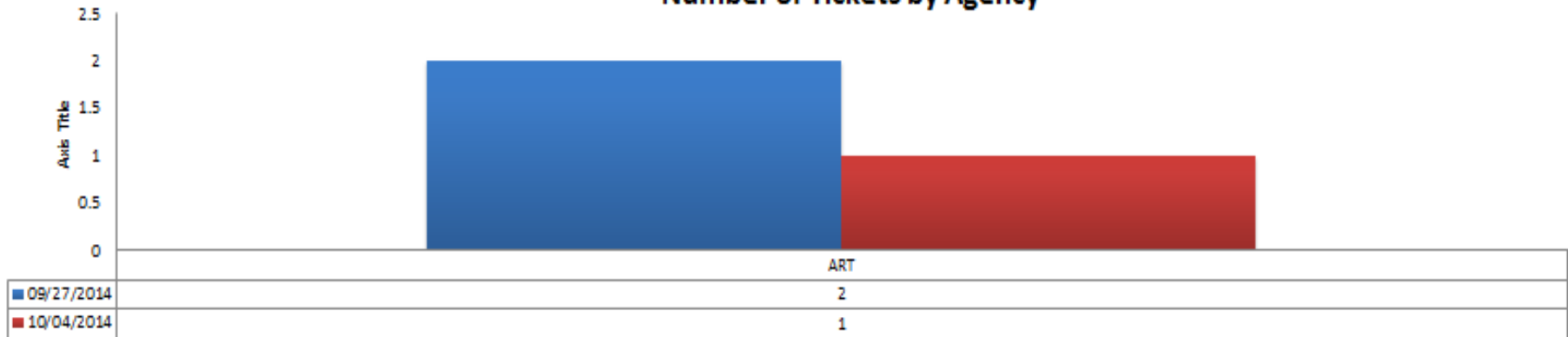


The ESC did not receive any requests for the weeks ending 9/13/14, 9/27/14, 10/4/14



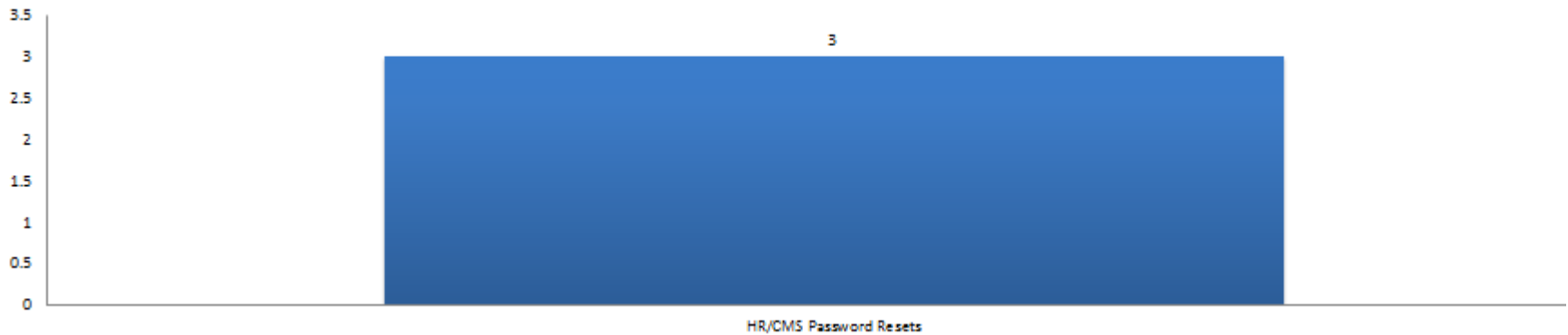
ART Tickets and Classification

Number of Tickets by Agency

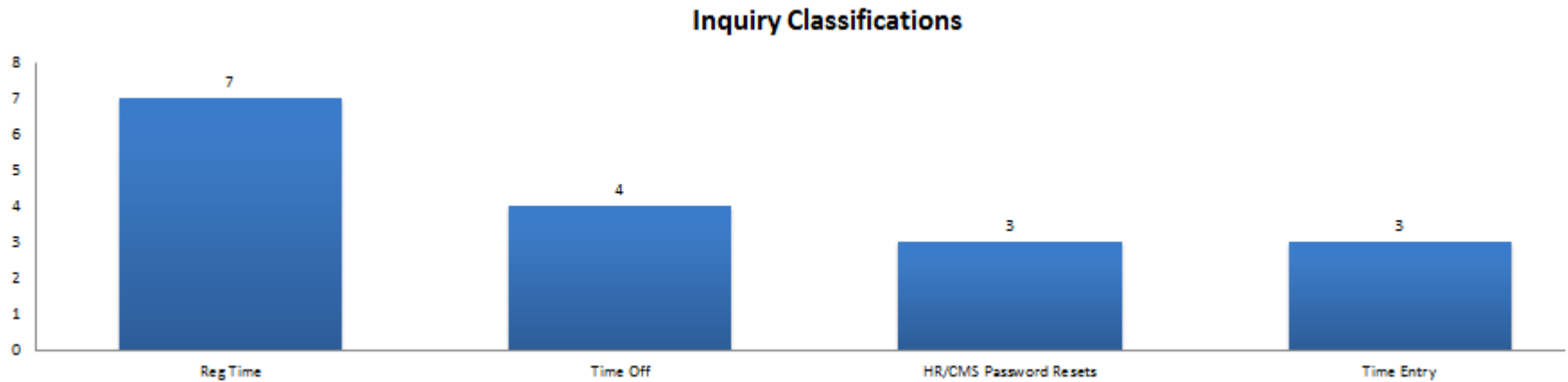
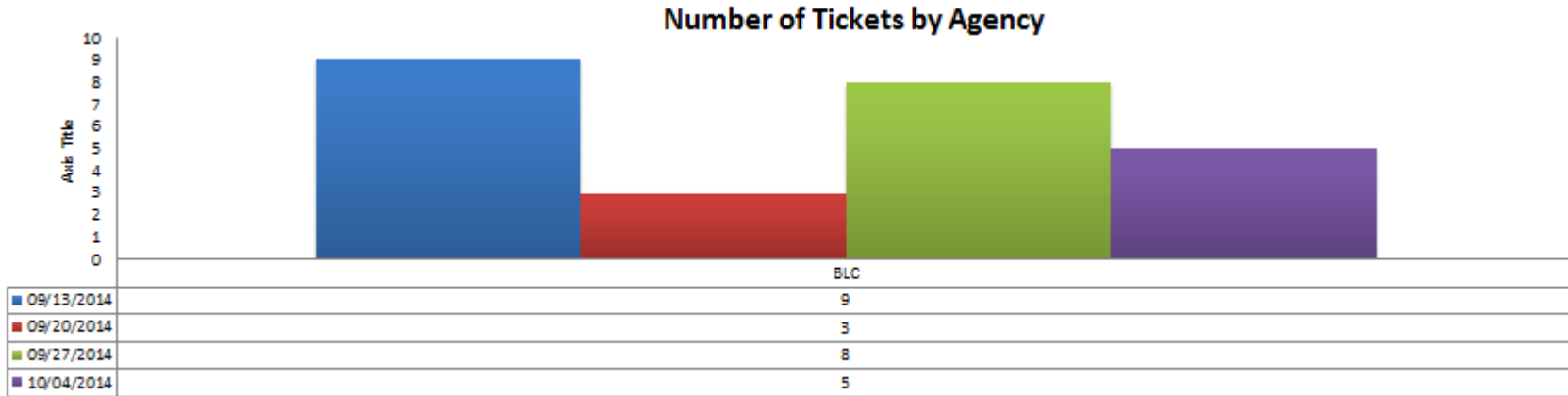


The ESC did not receive any requests the weeks ending 9/7/14, 9/20/14

Inquiry Classifications

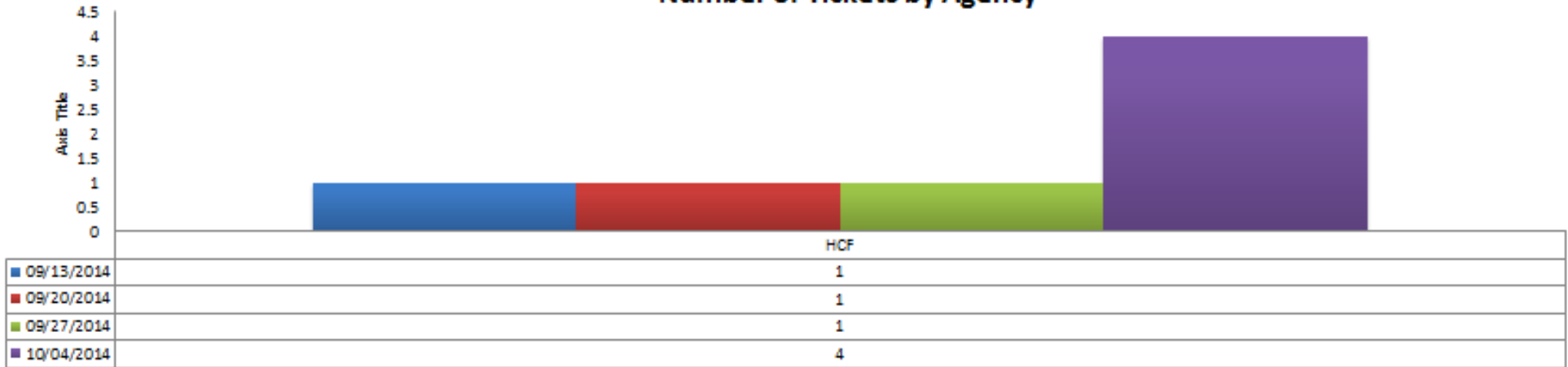


BLC Tickets and Classification

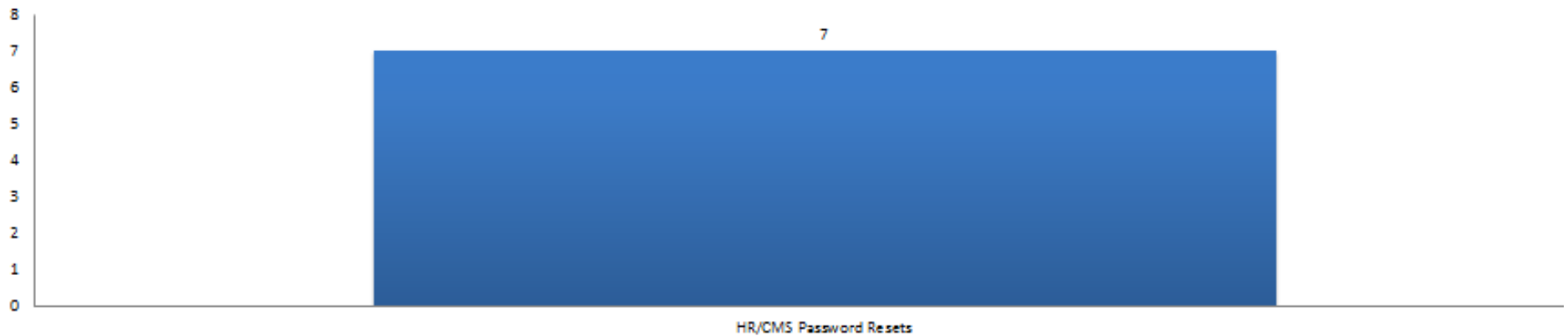


HCF Tickets and Classification

Number of Tickets by Agency

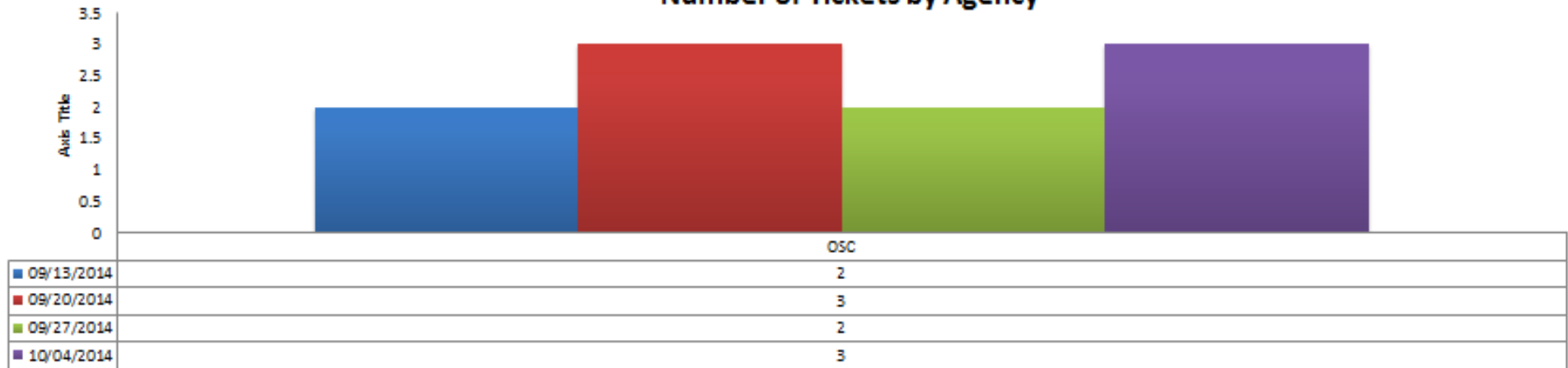


Inquiry Classifications

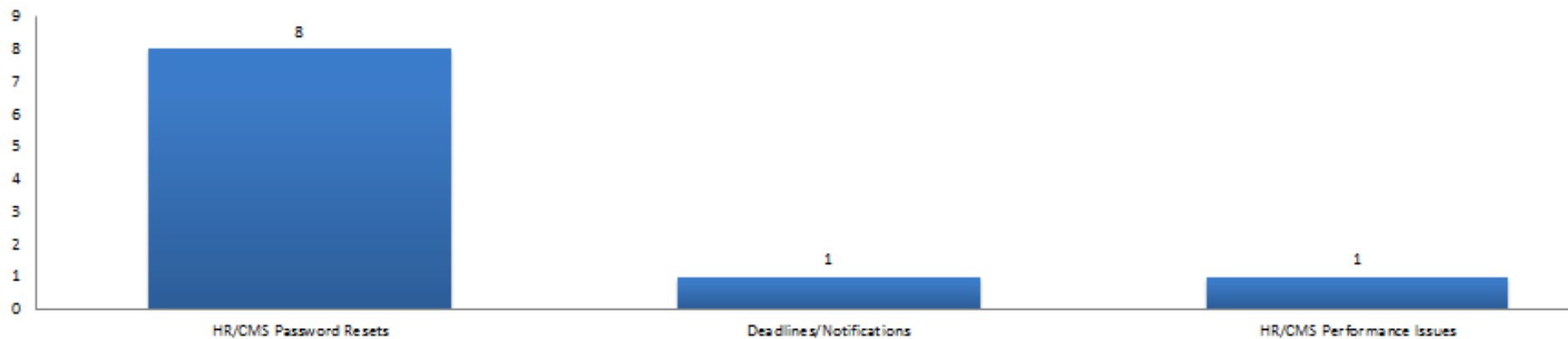


OSC Tickets and Classification

Number of Tickets by Agency

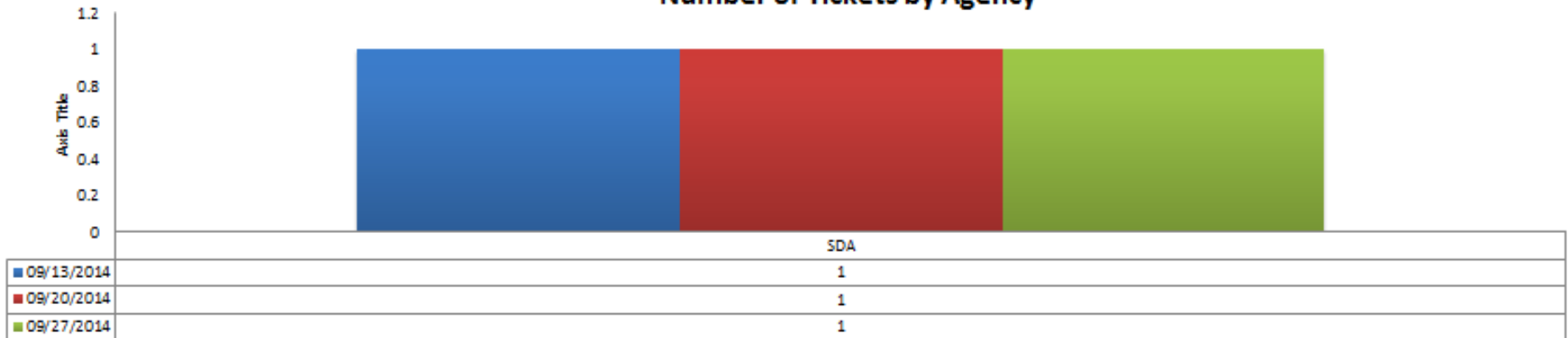


Inquiry Classifications



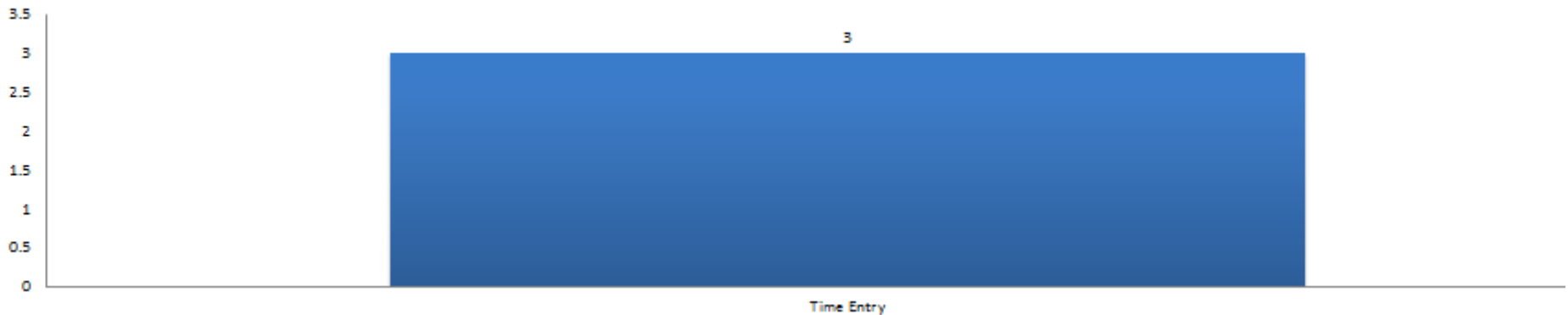
SDA Tickets and Classification

Number of Tickets by Agency



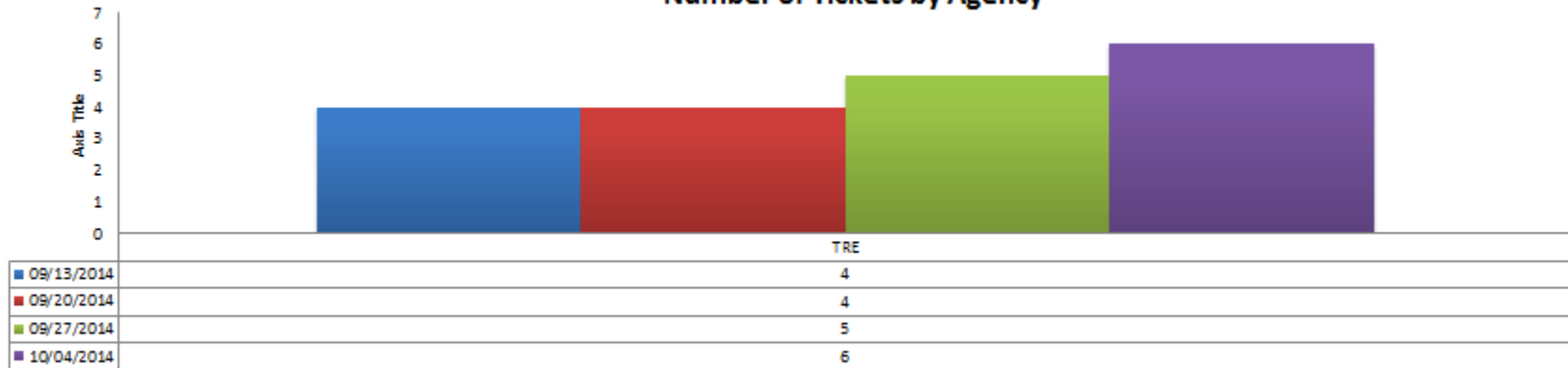
The ESC did not receive any requests the week ending 10/4/14

Inquiry Classifications

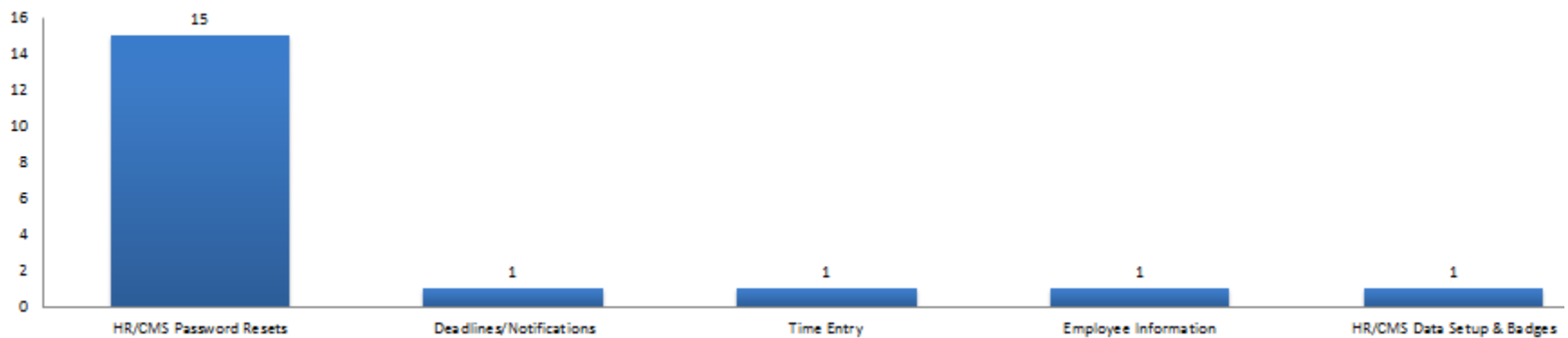


TRE Tickets and Classification

Number of Tickets by Agency

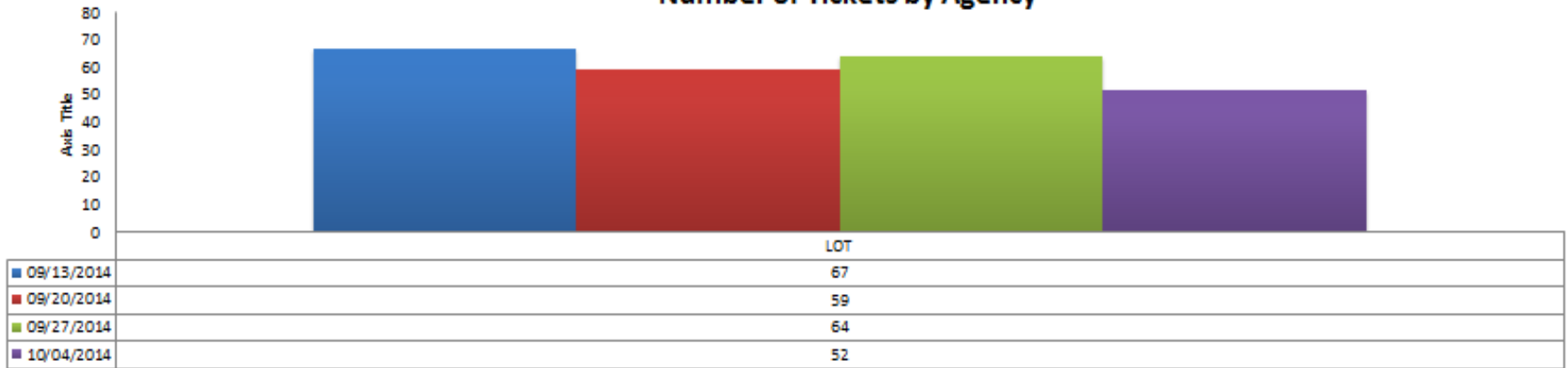


Inquiry Classifications

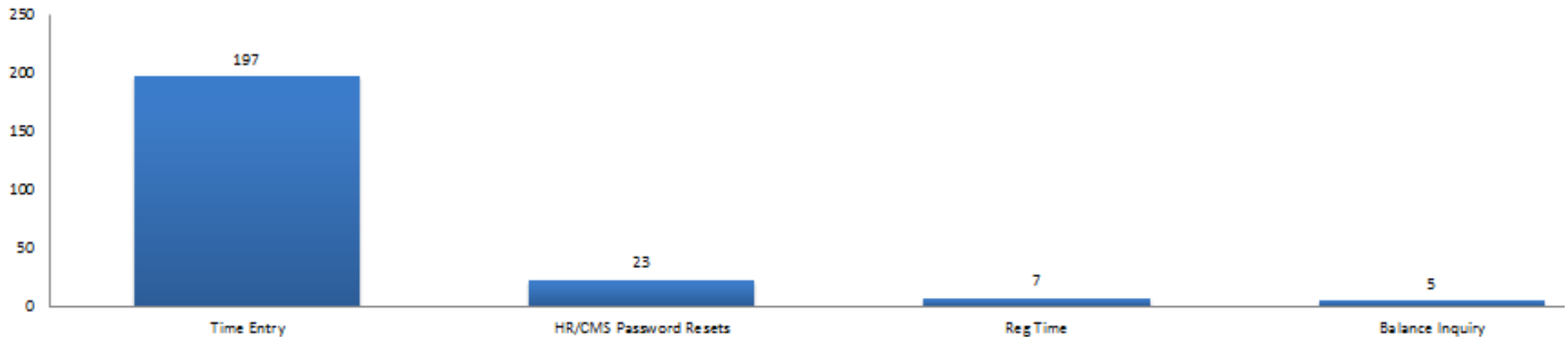


LOT Tickets and Classification

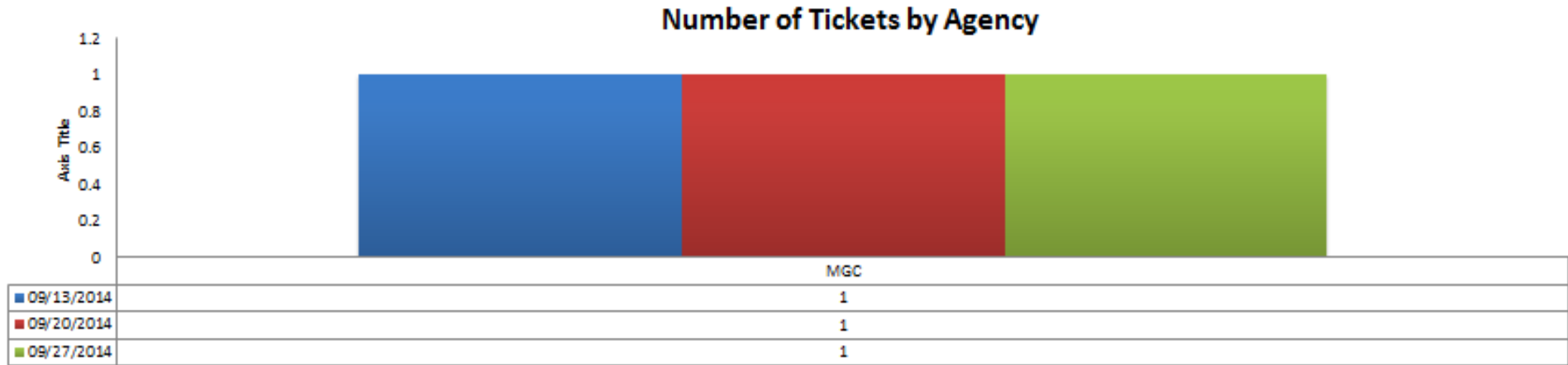
Number of Tickets by Agency



Inquiry Classifications



MGC Tickets and Classification



The ESC did not receive any requests the weeks ending 10/4/14

